

	INDIANA DEPARTMENT OF CHILD SERVICES TITLE IV-D POLICY MANUAL	
	Chapter 17: Case Closure	Effective Date: 12/08/2021
	Section 1: Introduction	Version: 1.1 Revision Date: 12/08/2021

BACKGROUND

Because case closure is complex and highly federally regulated, the Child Support Bureau (CSB) has created tools for the Title IV-D Prosecutor’s Office and Clerk of Courts to assist in properly closing cases. This Case Closure Policy Manual Chapter is just one of those tools. The CSB’s Communications and Training Unit (CTU) has published several guides and conducts regular training on case closure. These guides are linked in each of the Case Closure Sections under Forms and Tools. CTU’s training schedule is posted on the [Training](#) page of the Child Support Resources (CSR) website.

This Chapter and CTU’s guides are similarly organized. Case closure reasons are grouped by the case closure process (auto, manual/auto, and manual) which are described in more detail below. Within each process group, the case closure reasons are listed alphabetically by the case closure code used in the statewide child support system. Many Title IV-D workers in Indiana use these case closure codes as shorthand to refer to the individual case closure reasons.

In general, the term “case closure” refers to closing a case to Title IV-D services, and the case is still “open” but is now a non-Title IV-D (NIVD) case. However, there are instances where the entire status of a case may change to “closed”. Closing the case to Title IV-D services does not affect the validity or status of a court order.

POLICY

A case may only be closed if it meets the requirements of 45 C.F.R. § 303.11 and State policy.

REFERENCES

- [45 C.F.R. § 303.2](#): Establishment of cases and maintenance of case records
- [45 C.F.R. § 303.11](#): Case closure criteria

PROCEDURE

Cases may be closed to Title IV-D services in the statewide child support system through one (1) of three (3) different processes: auto closure, manual/auto closure, and manual closure.

The auto closure process takes place weekly on Saturday. If the first day of the month is a Saturday, the case closure program does not run that day, but runs the following Saturday. Only Title IV-D cases in the statewide child support system are considered for auto closure. The auto closure process excludes:

1. Intergovernmental cases that have not yet been assigned to a county;

2. Cases in which a prior case closure attempt was cancelled in the previous one (1) year and that cancel was not cancelled; or
3. Cases in which a payment (other than a lottery intercept, administrative offset, State tax offset, federal tax offset, financial institution data match (FIDM), insurance match (CSLN), recoupment, or annual support fee payment) was applied to the case in the previous 45 days.

When the statewide child support system recognizes that auto case closure criteria have been met, the intent to close notice is automatically initiated.

The manual/auto closure process combines elements of both the auto and manual case closure processes. In both the manual/auto and the manual case closure processes, the criteria making the case eligible for closure is known to the Title IV-D Prosecutor's Office outside of the statewide child support system. Once the Title IV-D Prosecutor's Office enters the presumptive case closure code into the statewide child support system, the intent to close notice is automatically generated, if the case meets the criteria for that case closure reason, in the same manner as in the auto closure process.

In the manual closure process, the statewide child support system does not automatically recognize the criteria which would make the case eligible for closure. However, the Title IV-D Prosecutor's Office knows certain facts that make the case eligible for closure. An intent to close notice is not required for the case closure reasons in the manual case closure process.

When a Title IV-D case is closed, the case closes to Title IV-D services and becomes an NIVD case.¹ In general, the statewide child support system determines at the time of closure if the case will be an open NIVD case or a closed NIVD case based on whether there is a current child support obligation or an arrears balance. Each Section specifies the end result of the case closure process for that particular case closure reason.

FORMS AND TOOLS

1. [Case Closure Complete Guide](#)
2. [Case Closure Desktop Guide](#)
3. [Case Closure Matrix: How It Works](#)
4. [Why Didn't My Case Close - Case Closure Checklist](#)

FREQUENTLY ASKED QUESTIONS

1. Q. If the custodial party (CP) or enrollee moves out of the enrollment county or State before an order can be established, may the Title IV-D Prosecutor's Office close the case?
 - A. The CP or enrollee moving out of the county or State is not a sufficient reason to close the case in itself. However, the case could potentially be closed if it meets the criteria of any of the other case closure reasons.
2. Q. The case fits every criteria for a case closure reason, but an error message appears

¹ An exception to this is that a DCS child welfare case will close to Title IV-D services, but does not change case type.

saying the case will not close because the case type is MANG. Does this mean the case cannot be closed?

- A. If the case meets all other case closure criteria, the Title IV-D Prosecutor’s Office may change the case type from MANG to NADC and continue with the case closure process. The Title IV-D Prosecutor’s Office shall enter a note in the statewide child support system indicating the reason for the case type change.²

RELATED INFORMATION

1. The following chart lists the case closure process for each of the case closure reasons and where each can be found in this Chapter:

Section Number	Closure Code	Closure Reason	Closure Process	C.F.R.
2	CDIE	Non-Custodial Parent Deceased	Auto	45 C.F.R. § 303.11(b)(4)
3	CEMC	Child Emancipated and Arrears Below \$500.00	Auto	45 C.F.R. § 303.11(b)(1)
4	CLOC	Quick Locate Request from Other State Closed	Auto	45 C.F.R. § 303.11(b)(11)
5	CNIN	Unable to Locate Non-Custodial Parent after Six (6) Months when Date of Birth and Social Security Number Are Unknown	Auto	45 C.F.R. § 303.11(b)(7)(ii)
6	CNOA	No Longer an Order, Child Not Emancipated, and Arrears Below \$500.00	Auto	45 C.F.R. § 303.11(b)(1)
7	CNSS	Unable to Locate Non-Custodial Parent after One (1) Year when Social Security Number Cannot Be Verified by Automated Sources	Auto	45 C.F.R. § 303.11(b)(7)(iii)
8	CPAT	Paternity Cannot Be Established – Child Over 20 Years Old	Auto	45 C.F.R. § 303.11(b)(6)(i)
9	CULO	Unable to Locate Non-Custodial Parent after Two (2) Years Where Sufficient Identifying Information Is Known	Auto	45 C.F.R. § 303.11(b)(7)(i)
10	CUNC	Unable to Locate Custodial Party	Auto	45 C.F.R. § 303.11(b)(15)
11	CBIO	Alleged Father Excluded and No Other Alleged Father Can Be Identified	Manual/Auto	45 C.F.R. § 303.11(b)(6)(ii)
12	CGCA	Not in Best Interest of Child to Establish Paternity in Case of Incest, Forcible Rape, or Pending Adoption Proceedings	Manual/Auto	45 C.F.R. § 303.11(b)(6)(iii)

² 45 C.F.R. § 303.2(c)

Section Number	Closure Code	Closure Reason	Closure Process	C.F.R.
13	CINC	Non-Custodial Parent Incarcerated with No Evidence of Support Potential	Manual/Auto	45 C.F.R. § 303.11(b)(8)
14	CINS	Non-Custodial Parent Institutionalized with No Evidence of Support Potential	Manual/Auto	45 C.F.R. § 303.11(b)(8)
15	CINT	Initiating Jurisdiction Non-Cooperation	Manual/Auto	45 C.F.R. § 303.11(b)(17)
16	CLTC	Non-Custodial Parent in Long Term Care and All Children Are Emancipated	Manual/Auto	45 C.F.R. § 303.11(b)(3)
17	CNON	Non-Cooperation of Custodial Party	Manual/Auto	45 C.F.R. § 303.11(b)(16)
18	CSAO	No Longer a Support Order and All Arrears Owed to the State	Manual/Auto	45 C.F.R. § 303.11(b)(2)
19	CNRE	Non-Custodial Parent Is Citizen of, and Residing in, Foreign Country and No Reciprocity with that Country	Manual/Auto	45 C.F.R. § 303.11(b)(10)
20	CSID	Non-Custodial Parent Sole Source of Income Is from Supplemental Security Insurance (SSI) or Combination of SSI and Social Security Disability Insurance (SSDI)	Manual/Auto	45 C.F.R. § 303.11(b)(9)
21	CSSI	Non-Custodial Parent Has Medically Verified Total and Permanent Disability with No Evidence of Support Potential	Manual/Auto	45 C.F.R. § 303.11(b)(8)
22	CTRM	Parental Rights Terminated, Arrears Below \$500.00, and Not Department of Child Services (DCS) Child Welfare Case	Manual/Auto	45 C.F.R. § 303.11(b)(1)
23	CUNK	Identity of Biological Father Unknown	Manual/Auto	45 C.F.R. § 303.11(b)(6)(iv)
24	CDTA	Case Re-Opened and Closed Within 30 Days to Process Payment or Update Data	Manual	N/A
25	CDUP	Duplicate Case	Manual	N/A
26	CERR	Case Opened in Error	Manual	45 C.F.R. § 303.11(b)(20)
27	CGCB	IV-A Agency Determined Good Cause to not Pursue Case	Manual	45 C.F.R. § 303.11(b)(14)
28	COTH	Other Reason to Close Non-IV-D Case	Manual	N/A
29	CPRT	Custodial Party Requests Closure	Manual	45 C.F.R. § 303.11(b)(12)

Section Number	Closure Code	Closure Reason	Closure Process	C.F.R.
30	CRSP	Initiating State Closed Case	Manual	45 C.F.R. § 303.11(b)(18)
31	CSNR	Initiating State Requests Indiana Close Case	Manual	45 C.F.R. § 303.11(b)(19)
32	CTRM	Parental Rights Terminated in a Department of Child Services (DCS) Child Welfare Case and Arrears Below \$500.00	Manual	45 C.F.R. § 303.11(b)(1)

REVISION HISTORY

Version	Date	Description of Revision
Version 1	12/18/2018	Final approved version
	05/05/2020	Added section 18 to the table in Related Information and renumbered subsequent sections
Version 1.1	12/08/2021	Corrected terminology in Background and FAQ